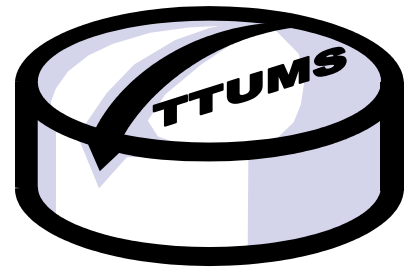


**Enterprise**  
FSA-Wide Support

**FSA UNIVERSITY**  
ADMINISTRATION/FINANCE

We provide relief through  
Training, Travel,  
Understanding, Money, and  
Support.



## **Team Roster**

Tony Andrade  
Mike Colbert

Debbie May  
Tim Reynolds  
Diarra Toye

Angie Turner  
Art Iwanicki

## **Performance Score**

### **FSA Results**

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)
Integrity: Achieve a Clean Audit & Get Off the High Risk List						

### **Team Results**

		2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
<b>CUSTOMER SATISFACTION</b>	<b>ACSI</b>	<b>72.9</b>	<b>74.2</b>			
	<b>Alternative Customer Survey (Monthly Survey to Internal Customers)</b>					
<b>EMPLOYEE SATISFACTION</b>		<b>3.72</b>	<b>4.02</b>			
<b>UNIT COST</b>	<b>Your Contribution</b>		<b>\$0.42</b>		<b>\$0.46</b>	
	<b>Other</b>					

## Contributions and Status

	Contribution	Champ/Champette	Start	End	Connect to Goals
1	Serve as Learning Consultant for FSA U staff for the New Travel System.	<ul style="list-style-type: none"> <li>Angela Turner</li> <li>Diarra Toye</li> </ul>	<ul style="list-style-type: none"> <li>Progress Report - Monthly After Implemented</li> </ul>	<ul style="list-style-type: none"> <li>09/30/02</li> </ul>	<ul style="list-style-type: none"> <li>Customer Satisfaction (Internal)</li> <li>Employee Satisfaction</li> </ul>
2	Develop procurement plan for projects to facilitate process/projects.	<ul style="list-style-type: none"> <li>Tim Reynolds</li> <li>Debbie May</li> </ul>	<ul style="list-style-type: none"> <li>03/20/02</li> </ul>	<ul style="list-style-type: none"> <li>09/30/02</li> </ul>	<ul style="list-style-type: none"> <li>Customer Satisfaction (Internal)</li> <li>Employee Satisfaction</li> <li>Unit Cost</li> </ul>
3	Each training contract and FSA U unit has a plan and a budget by August 2002	<ul style="list-style-type: none"> <li>Art Iwanicki</li> <li>Debbie May</li> </ul>	<ul style="list-style-type: none"> <li>03/20/02</li> </ul>	<ul style="list-style-type: none"> <li>09/30/02</li> </ul>	<ul style="list-style-type: none"> <li>Employee Satisfaction</li> </ul>

## Planning Grid

	Contribution	Champ/Champette	Start	End	Connect to Goals
1	<b>Methodology: Evaluations</b> <ul style="list-style-type: none"> <li>Have informal conversation at FSA U All Hands Meeting. RE: Feedback from staff on particular topic. &gt; Use index card/Paper to answer &gt; Elicit verbal feedback</li> <li>Use information gleaned from above as questions for next time.</li> <li>Introduce all the FSA U All Hands Meeting Schedule for Monday, February 25, 2002.</li> <li><b>Customer Satisfaction</b> <ol style="list-style-type: none"> <li>Provide more specific job training.</li> <li>Listen and understand wants &amp; needs.</li> <li>Plan and schedule projects for better understanding.</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>Tony Andrade</li> </ul>	<ul style="list-style-type: none"> <li>3/20/02</li> </ul>	<ul style="list-style-type: none"> <li>05/15/02</li> </ul>	<ul style="list-style-type: none"> <li>Customer Satisfaction (Internal)</li> <li>Employee Satisfaction</li> </ul>
2	Scorecard Development Process	<ul style="list-style-type: none"> <li>Diarra Toye</li> <li>Tony Andrade</li> </ul>	<ul style="list-style-type: none"> <li>03/20/02</li> </ul>	<ul style="list-style-type: none"> <li>09/30/02</li> </ul>	<ul style="list-style-type: none"> <li>Employee Satisfaction</li> </ul>
3	Progress Reports Liaison	<ul style="list-style-type: none"> <li>Mike Colbert</li> </ul>	<ul style="list-style-type: none"> <li>03/20/02</li> </ul>	<ul style="list-style-type: none"> <li>09/30/02</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>

